

Referrals and Their Documentation in the Participant Chart

There are three benefits to WIC participation: nutrition information to improve health, nutritious supplemental foods and referrals to other health and social services. Providing that benefit by making referrals in M-SPIRIT is easy, but there is more to it than just clicking on the agency or program name.

- ◆ Make referrals that are appropriate for the participant's needs. Any WIC staff member can make a referral. Clues for types of referrals needed can be found in the conversations you have with the participant, such as when gathering information for VENA or when reviewing income documentation.
- ◆ Follow-up on all referrals made. At the next visit ask the participant about the referral such as did she make an appointment, keep it, receive services or what information was gained. Continue asking about the referral at subsequent visits until it is completed or no longer an appropriate referral. Your questions will depend on the referral and type of service or program. Document the information or change in the participant's chart.
- ◆ As long as the referral remains valid for the participant, it must appear in their chart as a current referral, even if you have to "make" the referral again at a subsequent certification in M-SPIRIT. You would not select "no referral" in this case.
- ◆ If no referrals are made, document in the participant's chart why none were made.